



PRESENTING
PRAMERICA LIFE
GUARANTEED RETURN ON WEALTH



Guaranteed[#] wealth & income benefit



Future financial security for family



Get income tax benefit*



*Tax Benefits may be available as per the applicable laws as amended from time to time.
[#]This plan offers guaranteed benefits provided the policy is in force and all due premiums are paid in full.

Pramerica Life Guaranteed Return on Wealth

A Non-Linked Non-Participating Individual
Savings Life Insurance Plan



We believe everyone, regardless of their life stage and the dreams they have for their family, can take control of their financial future and can make a plan to reach their goals without any uncertainty. Timely and regular savings help you in bridging the gap between where you are today and where you want to be in terms of your finances. Every individual's financial requirements are different. While some may want to save towards their goal of one-time fund to cover the expenses for occasions like a child's marriage or college education expenses, others may want regular income for themselves to cover monthly future expenses. What if there was a reliable way to beat the uncertainties of life that offers a guaranteed financial future.

Presenting

Pramerica Life Guaranteed Return on Wealth,

a life insurance plan with guaranteed benefits. So you can pursue dreams for yourself and your loved ones with the reassurance of a life cover and a guaranteed future.

Pramerica Life Guaranteed Return on Wealth

Key Benefits:

Guaranteed benefits: No ambiguity and no surprises. This plan offers guaranteed benefits provided the policy is in force and all due premiums are paid in full.

Flexibility to choose the payout structure: You may choose to receive the payouts under the product as a Lump Sum or as Income (under different Income options) based on your needs.

Various Income Options: Based on your income needs you may choose one of the following income options

- Income
- Income with Lump Sum
- Income with High Lump Sum

Flexibility of Income

- You have the flexibility to choose an Income Period from 10 | 15 | 20 | 25 years to match your life goals.
- You may choose to receive the income in annual or monthly frequency.
- You may choose to start receiving income after completion of Premium Payment Term or after an income deferment period of 1 to 5 years.

Financial security for your family: Get life insurance cover during the entire policy term to secure your loved ones.

Pay as you like: You may choose to pay your premiums for 5 | 8 | 10 | 12 years

Tax benefits: Tax benefits may be applicable on premiums paid and on benefits received, as per prevailing income tax laws. Tax laws are subject to change, please consult a tax advisor.

Eligibility Criteria:

Plan Option	Income	Income with Lump Sum	Income with High Lump Sum	Lump Sum
Age at entry	91 days to 60 years			
Maturity Age	Minimum: 18 years Maximum: 102 years		Minimum: 18 years Maximum: 84 years	
Premium Paying Term	5 8 10 12 years		5 8 10 12 years	
Deferment Period	0 to 5 years Under Plan option 1 (Income option), Life assured with age > 55 years would be allowed to choose minimum deferment period of 2yrs.		NA	
Income Period	10 15 20 25 years		NA	
Policy Term	15 to 42 years		For PPT 5 years: 10 12 15 For PPT 8 years: 12 15 18 For PPT 10 years: 15 18 20 For PPT 12 years: 18 20 24	
Installment Premium	Minimum Installment Premium:			
	Annual	Semi-annual	Monthly	
	₹12,000	₹6,000	₹1,000	
	Under 5 pay for ages > 55 years, minimum premium is as follows:			
	Annual	Semi-annual	Monthly	
	₹75,000	₹37,500	₹6,250	
	Maximum: No Limit, subject to Board Approved Underwriting Policy			
Premium Payment Mode	Annual, Semi-Annual and Monthly			

All reference to age are based on age as on the last birthday. Substandard lives may also be covered subject to Board Approved Underwriting Policy and with any extra Premium, if applicable.

Boundary conditions for policies sourced through point of sales person

There will be no medical underwriting for policies sourced through POSP channel.

Eligibility Criteria for POSP channel:

Plan Option	Income	Income with Lump Sum	Income with High Lump Sum	Lump Sum
Age at entry	91 days to 50 years			
Maturity Age	Minimum: 18 years Maximum: 65 years		Minimum: 18 years Maximum: 65 years	
Premium Paying Term	5 8 10 years		5 8 10 12 years	
Deferment Period	0 to 5 years		NA	
Income Period	10 15 years		NA	

Policy Term	15 to 20 years	For PPT 5 years: 10 12 15 For PPT 8 years: 12 15 18 For PPT 10 years: 15 18 20 For PPT 12 years: 18 20	
Installment Premium	Minimum Installment Premium:		
	Annual	Semi-annual	Monthly
	₹12,000	₹6,000	₹1,000
	Maximum: Corresponding to maximum Sum Assured of ₹25 lacs on Death		
Premium Payment Mode	Annual, Semi-Annual and Monthly		

Premium Bands

Band	Band 1	Band 2	Band 3	Band 4
Premium Band	12,000 to 49,999	50,000 to 74,999	75,000 to 1,49,999	1,50,000 & above

How does the plan work?

You can purchase this policy either through any of our intermediary or online from our website in 3 simple steps:

Step 1: Choose the plan option

Step 2: Choose the Premium you wish to pay and for how long you wish to pay

Step 3: Basis the chosen plan option choose your Deferment Period, Income Period, Income Payout Frequency and Policy Term

The Survival Benefit (income) and Maturity Benefit under this plan shall be determined basis your gender, age at entry, premium frequency and the above chosen inputs.

Benefits in detail

This product provides four Plan Options to choose from, these options help you customize the plan according to your individual needs. Your benefits will vary depending upon the plan option chosen. Let's look at the benefits of each of the plan option in detail:

Plan Option 1: Income – This option shall suit you if you wish to receive regular income payouts during the term instead of one lump sum in the end

Under this plan option

- You pay premiums for your chosen premium payment term;
- On completion of the premium payment term and deferment period; a regular stream of income shall be payable in arrears for your chosen Income Period.

Survival Benefit: Guaranteed Survival Benefit in the form of income payouts shall be payable in arrears i.e. at the end of the month or at the end of the year as per the income payout frequency chosen for applicable Income Period, upon survival of the Life Insured at the time of income payment, provided the policy is in force with all due premiums paid in full. Guaranteed Survival Benefit, expressed as percentage of Annualized Premium[#], varies on the basis of chosen plan Option, Age at entry, Premium Paying Term, Deferment Period, Income Period and Premium Band.

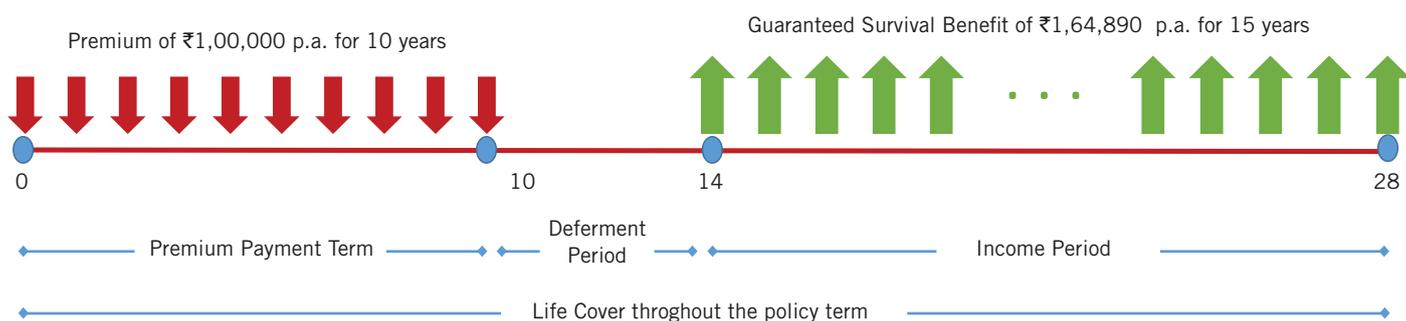
Maturity Benefit: Maturity benefit is not applicable for this option.

Death Benefit: In the unfortunate event of death of the Life Insured during the Policy Term while the policy is in-force on the date of death, the beneficiary shall receive Sum Assured on Death.

The Sum Assured on death shall be highest of:

- Base Sum Assured which is equal to 11 times of Annualized Premium[#](or)
- 105% of the total premiums paid* till the date of death (or)
- Surrender Value as on date of death, excluding surrender value pertaining to loyalty additions

Sample Illustration for Income Option: Kunal, a 31-year-old Marketing Manager with a multinational company, is looking for a plan which will help him manage his family's growing needs during his earning years. He purchases Pramerica Life Guaranteed Return on Wealth (Income Option) and pays Rs. 1,00,000 p.a. for 10 years with an aim to create a second income source when he turns 45 years, he chooses Deferment period of 3 years, an Income Duration of 15 years, annual income payout frequency and a Policy Term of 28 years.



Total Premium Paid (₹)	Benefits Payable	Amount (₹)
10,00,000	Guaranteed Survival Benefit (for 15 years)	1,64,890 p.a.
	Total Guaranteed Survival Benefit paid	24,73,350

Plan Option 2: Income with Lump Sum – This option shall suit you if you wish to receive regular income during the policy term along with a lump sum amount at the end of the policy term

Under this plan option

- You pay premiums for your chosen premium payment term;
- On completion of the premium payment term and deferment period; a regular stream of income shall be payable in arrears for your chosen Income Period
- Additionally, along with the last income installment, you shall receive a lump sum benefit at the end of the policy term.

Survival Benefit: Guaranteed Survival Benefit in the form of income payouts shall be payable in arrears i.e. at the end of the month or at the end of the year as per the income payout frequency chosen for applicable Income Period, upon survival of the Life Insured at the time of income payment, provided the policy is in force with all due premiums paid in full. Guaranteed Survival Benefit, expressed as percentage of Annualized Premium[#], varies on the basis of chosen plan Option, Age at entry, Premium Paying Term, Deferment Period, Income Period and Premium Band.

Maturity Benefit: On survival of the Life Insured till the end of the policy term i.e. the date of maturity, while the policy is in force, you shall receive a lump sum benefit equal to Guaranteed Maturity Benefit plus accrued Loyalty Additions.

Where Guaranteed Maturity Benefit is equal to Sum Assured on Maturity which shall be 50% of Total Annualized Premiums[#] payable. Loyalty Additions shall accrue to the policy at the end of each completed policy year during the Income Period and shall be payable in lump sum at the end of the policy term, provided the policy is in force and all due premiums are paid in full. The Loyalty Additions expressed as a percentage of Total Annualized Premiums[#] payable are as follows:

Loyalty Additions applicable for 'Income with Lump Sum' Option:

Income Period (Years)	Income Period			
	10	15	20	25
1 – 5	4.50%	2.00%	1.00%	0.25%
6 – 10	5.50%	3.50%	2.00%	1.00%
11 – 15	NA	4.50%	3.00%	2.00%
16 – 20	NA	NA	4.00%	3.00%
21 – 25	NA	NA	NA	3.75%

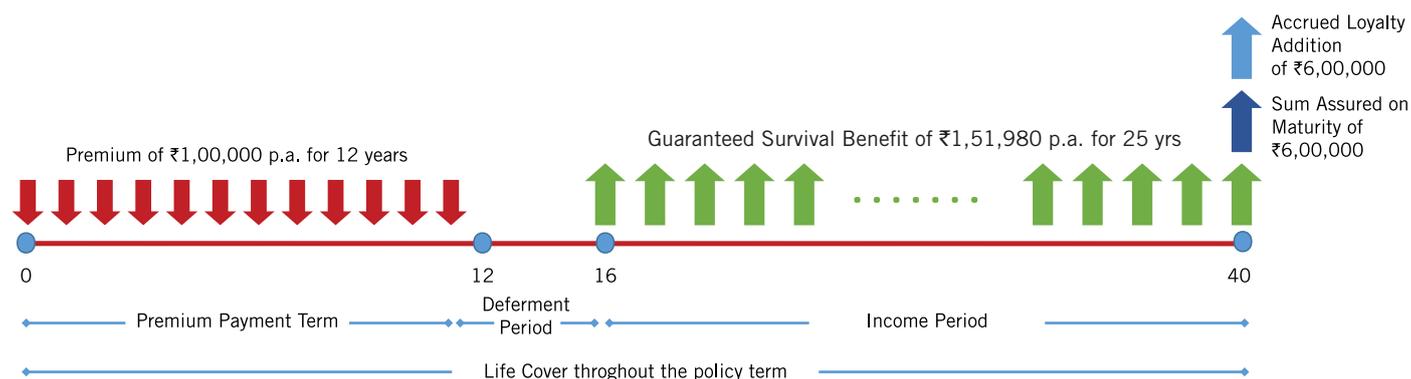
Death Benefit: In the unfortunate event of death of the Life Insured during the Policy Term while the policy is in force on the date of death, the beneficiary shall receive

- Sum Assured on Death; Plus
- Accrued Loyalty Additions till the date of death

The Sum Assured on death shall be highest of:

- Base Sum Assured which is equal to 11 times of Annualized Premium[#](or)
- 105% of the total premiums paid* till the date of death (or)
- Surrender Value as on date of death, excluding surrender value pertaining to loyalty additions

Sample Illustration for Income with Lump Sum Option: Rahul, a 35-year-old software professional is planning for an early retirement at the age of 50 years. He purchases Pramerica Life Guaranteed Return on Wealth (Income with Lump Sum Option) and pays ₹1,00,000 p.a. for 12 years, he chooses a Deferment period of 3 years, an Income Duration of 25 years, annual income payout frequency and a Policy Term of 40 years.



Total Premium Paid (₹)	Benefits Payable	Amount (₹)
12,00,000	Total Guaranteed Survival Benefits	37,99,500
	Accrued Loyalty Additions	6,00,000
	Sum Assured on Maturity	6,00,000
	Total benefits	49,99,500

Plan Option 3: Income with High Lump Sum: This option shall suit you if you wish to receive regular income during the policy term to meet your liquidity requirement along with a bigger lump sum amount at the end of the policy term

Under this plan option

- You pay premiums for your chosen premium payment term;
- On completion of the premium payment term and deferment period; a regular stream of income shall be payable in arrears for your chosen Income Period
- Additionally, along with the last income installment, you shall receive a lump sum benefit at the end of the policy term.

Survival Benefit: Guaranteed Survival Benefit in the form of income payouts shall be payable in arrears i.e. at the end of the month or at the end of the year as per the income payout frequency chosen for applicable Income Period, upon survival of the Life Insured at the time of income payment, provided the policy is in force with all due premiums paid in full. Guaranteed Survival Benefit, expressed as percentage of Annualized Premium[#], varies on the basis of chosen plan Option, Age at entry, Premium Paying Term, Deferment Period, Income Period and Premium Band.

Maturity Benefit: On survival of the Life Insured till the end of the policy term i.e. the date of maturity, while the policy is in force, you shall receive a lump sum Maturity Benefit equal to Guaranteed Maturity Benefit plus accrued Loyalty Additions.

Where Guaranteed Maturity Benefit is equal to Sum Assured on Maturity which shall be 75% of Total Annualized Premiums[#] payable. Loyalty Additions shall accrue to the policy at the end of each completed policy year during the Income Period and shall be payable as lump sum at the end of the policy term, provided the policy is in force and all due premiums are paid in full. The Loyalty Additions shall be a percentage of Total Annualized premiums[#] payable and are as follows:

Loyalty Additions applicable for 'Income with High Lump Sum' option:

Income Period (Years)	Income Period			
	10	15	20	25
1 – 5	6.75%	3.00%	1.50%	0.50%
6 – 10	8.25%	5.25%	3.00%	1.50%
11 – 15	NA	6.75%	4.50%	3.00%
16 – 20	NA	NA	6.00%	4.50%
21 – 25	NA	NA	NA	5.50%

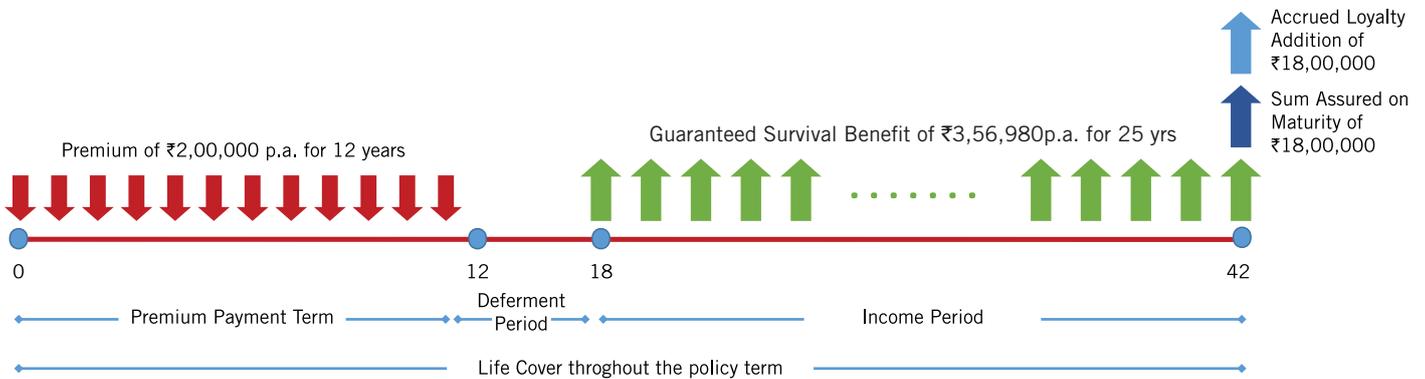
Death Benefit: In the unfortunate event of death of the Life Insured during the Policy Term while the policy is in force on the date of death, the beneficiary shall receive

- Sum Assured on Death; Plus
- Accrued Loyalty Additions till the date of death

The Sum Assured on death shall be highest of:

- Base Sum Assured which is equal to 11 times of Annualized Premium[#](or)
- 105% of the total premiums paid* till the date of death (or)
- Surrender Value as on date of death, excluding surrender value pertaining to loyalty additions

Sample Illustration for Income with High Lump Sum Option: Ravinder, a 46-year-old timber merchant is planning for his golden years; he wants to have an income source for himself for his retirement years and a legacy for his loved ones. He purchases Pramerica Life Guaranteed Return on Wealth (Income with High Lump Sum Option) and pays ₹2,00,000 p.a. for 12 years, he chooses a Deferment period of 5 years, an Income Duration of 25 years, annual income payout frequency and a Policy Term of 42 years.



Total Premium Paid (₹)	Benefits Payable	Amount (₹)
24,00,000	Total Guaranteed Survival Benefits	89,24,500
	Accrued Loyalty Additions	18,00,000
	Sum Assured on Maturity	18,00,000
	Total benefits	1,25,24,500

Plan Option 4: Lump Sum – This option shall suit you if you wish to take all the proceeds under the policy in one lump sum

Under this plan option you pay premiums for the chosen premium payment term and get a lump sum benefit at the end of the chosen policy term.

Survival Benefit: Guaranteed Survival Benefit is not applicable for Lump Sum option

Maturity Benefit: On survival of the Life Insured till the end of the policy term i.e. the date of maturity, while the policy is in force, you shall receive a lump sum Maturity Benefit equal to Guaranteed Maturity Benefit plus accrued Loyalty Additions.

Where Guaranteed Maturity Benefit is equal to Sum Assured on Maturity which shall be X% of Total Annualized Premiums[#] payable. X varies as per the policy term as below

Policy Term	10	12	15	18	20	24
X%	110%	120%	150%	180%	200%	240%

Loyalty Additions shall accrue to the policy at the end of each completed Policy Year during the last 4 years of the Policy Term, provided the policy is in force and all due premiums are paid in full. Loyalty additions under this plan option vary by Age at Entry, Premium Paying Term, Policy Term and Premium Band. The Sample Loyalty Additions rate as a percentage of Total Annualized Premiums[#] payable during last 4 policy years are as follows:

PPT	Policy Term	Age	Premium Bands			
			Band 1	Band 2	Band 3	Band 4
5	10	35	8.0125%	8.7875%	9.3700%	10.0350%
5	12	35	10.8825%	11.8700%	12.6100%	13.4250%
5	15	35	12.2350%	13.6325%	14.6775%	15.7775%
8	12	35	7.5225%	8.2500%	8.7975%	9.3675%
8	15	35	8.2475%	9.2650%	10.0250%	10.7925%
8	18	35	11.5750%	12.9750%	14.0250%	15.0500%
10	15	35	5.2425%	6.1350%	6.8025%	7.4600%
10	18	35	7.7700%	8.9875%	9.9075%	10.7850%
10	20	35	11.1925%	12.7125%	13.8550%	14.9025%
12	18	35	4.2850%	5.3900%	6.2300%	7.0000%
12	20	35	7.1400%	8.4775%	9.4925%	10.4375%
12	24	35	17.9675%	20.0050%	21.5300%	22.9125%

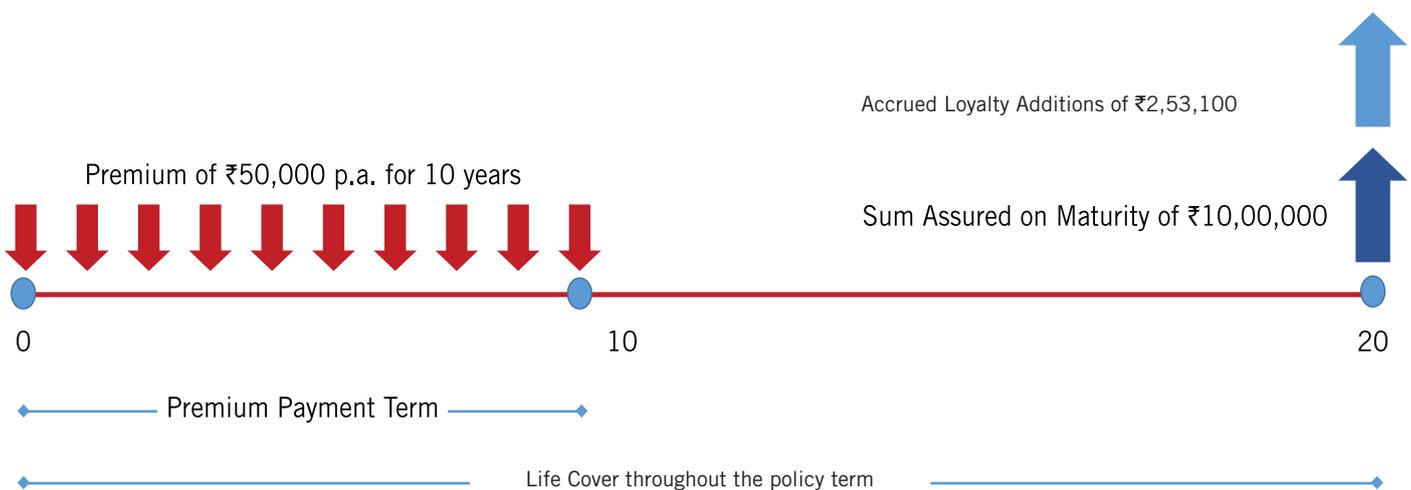
Death Benefit: In the unfortunate event of death of the Life Insured during the Policy Term while the policy is in-force on the date of death, the beneficiary shall receive:

- a) Sum Assured on Death; Plus
- b) Accrued Loyalty Additions till the date of death

The Sum Assured on death shall be highest of:

- Base Sum Assured which is equal to 11 times of Annualized Premium[#](or)
- 105% of the total premiums paid* till the date of death (or)
- Surrender Value as on date of death, excluding surrender value pertaining to loyalty additions

Sample Illustration for Lump Sum Option: Pushkar, a 30 year old businessman has a 1 year old daughter and he aspires to plan for his child's higher education. He purchases Pramerica Life Guaranteed Return on Wealth (Lump Sum Option) and pays ₹50,000 p.a. for 10 years with an aim to create a lump sum corpus after 20 years.



Total Premium Paid (₹)	Benefits Payable	Amount (₹)
5,00,000	Accrued Loyalty Additions	2,53,100
	Sum Assured on Maturity	10,00,000
	Maturity Benefit at the end of 20 th Year	12,53,100

Note (For all Plan Options)

#Annualized premium shall be the premium payable in a policy year chosen by the policyholder, excluding the rider premiums, underwriting extra premiums and loadings for modal premiums, if any. Total Annualized Premiums payable is the sum total of annualized premium for the entire premium payment term as per the policy contract.

*Total premiums paid means total of all the premiums received, excluding any underwriting extra, and rider premium.

Other Features

Flexible Premium Payment Modes

You have an option to pay premiums Annually, Semi-annually or Monthly. Monthly mode is allowed only if the premiums are paid electronically, such as through Credit Card, Direct Debit and ECS/NACH.

Guaranteed Survival benefit under Plan Options 1, 2 & 3 and Guaranteed Maturity Benefit under Plan Option 4 will get multiplied with factors provided in table below basis the premium payment mode.

Premium Modes	Annual	Semi-annual	Monthly
Factors	100%	98%	97%

Grace Period

If you are unable to pay your premium by the due date, you will be given a grace period of 15 days for monthly mode and 30 days for all other premium payment modes. During the grace period the Policy shall continue to remain in force along with all the benefits under this policy and claim, if any, shall be payable subject to deduction of the unpaid due premium till the date of death.

Premium Discontinuance

The Policy will acquire Surrender Value after paying premium for the first complete policy year & will become payable after completion of first policy year.

If you discontinue the payment of premiums before your Policy has acquired a Surrender Value, your Policy will lapse at the end of the grace period, the Death Benefit will cease immediately and no benefits will be paid when the Policy is in lapsed status.

If the Policy has acquired a Surrender Value and no future premiums are paid, you may choose to continue your Policy on Reduced Paid-up basis.

On your Policy becoming Reduced Paid-up, benefits under the plan will be reduced as given below:

Benefit	Payout
On Death	Paid-up Factor (multiplied by) Sum Assured on Death
On Survival (Applicable in Plan Option 1, 2 & 3)	Paid-up Factor (multiplied by) Guaranteed Survival Benefit (if applicable) during the Income Period
On Maturity (Applicable in Plan Option 2, 3 & 4)	Paid-up Factor (multiplied by) Sum Assured on Maturity as per applicable plan option, payable at the end of the policy term

Paid-up Factor = Number of premiums paid/Number of premiums payable

Revival

You can revive your lapsed/Paid-up policy for its full coverage within five years from the due date of the first unpaid premium but before policy maturity, by paying all outstanding premiums together with the interest, as applicable. The interest for revival of the policy will be charged at market related rates set by the Company from time to time. The rate of interest shall be reset on an annual basis at the beginning of every financial year (April) and would be determined based on the average of 10-year G-Sec YTM plus 75 basis points rounded down to 25 basis points. The average of the benchmark would be taken from the previous financial year for the period 1st July to 31st Dec. The source of information for 10 year GSec rate would be "CCIL". The current applicable rate of interest on policy reinstatement is 8.00% p.a. compounding monthly which would be applicable for the FY 2024-25. Revival of the policy is subject to Board approved underwriting policy, i.e. the Life Insured may have to undergo medical tests, financial underwriting etc. Upon revival of the Policy, the policyholder will become entitled to full Annual Guaranteed Additions for the policy year(s) while the policy was in paid up/lapse stage. If a lapsed policy is not revived within the revival period, the policy will terminate on expiry of the revival period.

Surrender

It is advisable to pay premiums for the entire premium payment term to enjoy maximum benefits under the policy. The Policy will acquired Surrender Value after paying premium for first complete policy year and will become payable after completion of first policy year. Thereafter, if you decide not to pay further Premiums, you would have the option to either surrender the Policy or let the Policy continue with reduced benefits in accordance with the conditions mentioned in the Premium Discontinuance section above. If you choose to discontinue your policy, you will be entitled to receive Surrender Value which will be higher of the Guaranteed Surrender Value (GSV), if applicable or Special Surrender Value (SSV) of the Policy. Please refer to our website or policy document for details.

Loan

You may take a loan against your Policy once it has acquired a Surrender Value. The maximum loan that can be availed is 75% of the Surrender Value. The rate of interest shall be reset on an annual basis at the beginning of every financial year. The rate of interest applicable on the loan will be declared by the Company on an annual basis at the beginning of every financial year. The loan rate of interest is based on yield on 10-years GSEC YTM plus 150 basis points rounded down to 25 basis points. The average of the benchmark would be taken from the previous financial year for the period 1st July to 31st Dec. The source of information for 10 year GSec rate would be "CCIL". The current applicable rate of interest for FY 2024-25 is 8.75% p.a. Compounding monthly. Any outstanding loan amount together with any unpaid interest thereon shall be adjusted against any Policy Benefit which become payable during the policy term. For other than in force and fully paid up policies: In case outstanding loan amount including interest exceeds the surrender value, the policy will get foreclosed after giving intimation and reasonable opportunity to the policyholder to continue the policy.

Policies in force for full benefits or fully paid policies would not be foreclosed on the account of outstanding loan amount (including outstanding interest on loan, if any) exceeding the surrender value.

Terms and Conditions

Free look cancellation

You will have a period of 30 days from the date of receipt of the Policy Document to review the terms and conditions of the Policy and where you disagree to any of these terms and conditions, you have an option to return the Policy stating the reasons for objection. On receipt of the letter along with the Policy bond, the Company will refund the Premiums paid, subject to the deduction of proportionate risk premium and any expenses incurred by the Company on insurance stamp duty and medical examination, if any.

Suicide Exclusions

In case of death of the Life Insured due to suicide within 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, as applicable, the Company shall pay to the nominee or beneficiary 80% of the Total premiums paid (excluding any rider premium, if any) till the date of death, or the surrender value available as on date of death whichever is higher, provided the policy is in force.

Alterations

The plan option, base sum assured, premium payment term, Deferment period, Income Period or Policy term cannot be altered after commencement of the policy. You have an option to change the survival income payout frequency from Annual to Monthly or from Monthly to Annual at any time before the commencement of Income Period however the default pay-out option shall be Annual. In case Guaranteed Survival Benefit is to be paid in monthly frequency, the benefit would be $(\text{Annual Guaranteed Survival Benefit} \times 97\%) / 12$.

Waiting Period for policies sourced through POSP

For policies sourced through Point of Sales Persons (POSP), a waiting period of 90 days will be applicable from date of acceptance of risk. In the event of death (except accidental death) within waiting period, 100% of total premiums paid shall be payable to the beneficiary.

Minor Lives

In case the Life Insured is a minor at the date of commencement, the proposer can either be a parent or grandparent or legal guardian of the life insured. In case of minor lives, date of risk commencement for policies will be same as that of date of commencement of policy. The ownership of such policies will vest automatically in name of Life Insured once he/she attains majority.

Tax Benefits

Premiums paid under this plan may be eligible for tax exemptions, subject to the applicable tax laws and conditions. Income tax benefits under this plan, if any, shall be applicable as per the prevailing Income Tax Laws and are subject to amendments from time to time. Kindly consult a tax expert.

Nomination and Assignment

Nomination in this policy is allowed as per Section 39 of Insurance Act, 1938 as amended from time to time. Assignment in this policy is allowed as per Section 38 of Insurance Act, 1938 as amended from time to time.

Section 41 of the Insurance Act 1938: Prohibition of rebate, (as amended from time to time):

1. No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect to any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer.
2. Any person making default in complying with the provisions of this section shall be liable for a penalty that may extend to ten lakh rupees.

Section 45 of the Insurance Act 1938, (as amended from time to time):

Fraud and mis-statement would be dealt with in accordance with provisions of Section 45 of the Insurance Act, 1938, as amended from time to time. For provisions of this Section, please contact the insurance Company or refer to the sample policy contract of this product on our website www.pramericalife.in

Grievance Redressal

- I. In case of any clarification or query please contact your Company Salesperson. Any concern may also be raised at any of the branch offices of the Company, the addresses of the branch offices are available on the official website of the company.
- II. The Company may be contacted at:
Customer Service Helpline 1860 500 7070
(Local charges apply) / 011 48187070
(9:00 am to 7:00 pm from Monday to Saturday)
Email: contactus@pramericalife.in
Email for Senior Citizen:
seniorcitizen@pramericalife.in
Website: www.pramericalife.in

Communication Address:

Customer Service

Pramerica Life Insurance Ltd.

7th & 8th Floor, Tower 2, Capital Business Park,
Sector 48, Gurugram - 122018

Office hours: 9:30 am to 6:30 pm from
Monday to Friday

III. Grievance Redressal Officer:

If the response received from the Company is not satisfactory or no response is received within two weeks of contacting the Company, the matter may be escalated to:

Email- customerfirst@pramericalife.in

Grievance Redressal Officer,

Pramerica Life Insurance Ltd.,
7th & 8th Floor, Tower 2, Capital Business Park,
Sector 48, Gurugram - 122018
GRO Contact Number: 0124 – 4697069
Email- gro@pramericalife.in
Office hours: 9:30 am to 6:30 pm from
Monday to Friday

IV. IRDAI- Grievance Redressal Cell:

If after contacting the Company, the Policyholders query or concern is not resolved satisfactorily or within timelines the Grievance Redressal Cell of the IRDAI may be contacted. Bima Bharosa Toll Free number – 155255 or 1800-425-4732

Email Id- complaints@irdai.gov.in

Website: <https://bimabharosa.irdai.gov.in>

Complaints against Life Insurance Companies:
Insurance Regulatory and Development Authority of India Policyholder's protection & Grievance Redressal Department (PPGR), Sy. No. 115/1, Financial District Nanakramguda, Gachibowli, Hyderabad– 500032

V. Insurance Ombudsman:

The office of the Insurance Ombudsman has been established by the Government of India for the redressal of any grievance in respect to life insurance policies.

Any person who has a grievance against an insurer, may himself or through his legal heirs, nominee or assignee, make a complaint in writing to the Insurance Ombudsman within whose territorial jurisdiction the branch or office of the insurer complained against or the residential address or place of residence of the complainant is located.

The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to the complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman.

In case you are not satisfied with the decision/ resolution of the insurer, you may approach the Insurance Ombudsman if your grievance pertains to

any of the following:

- a. Delay in settlement of claim beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority Act, 1999
- b. Any partial or total repudiation of claims
- c. Disputes over premium paid or payable in terms of insurance policy
- d. Misrepresentation of policy terms and conditions
- e. Legal construction of insurance policies in so far as the dispute relates to claim
- f. Policy servicing related grievances against insurers and their agents and intermediaries
- g. Issuance of Life insurance policy, which is not in conformity with the proposal form submitted by the proposer
- h. Non-issuance of insurance policy after receipt of premium
- i. Any other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f)

No complaint to the Insurance Ombudsman shall lie unless

- (a) The complainant has made a representation in writing or through electronic mail or online through website of the insurer or insurance broker concerned named in the complaint and—
 - (i) Either the insurer or insurance broker, as the case may be, had rejected the complaint, or
 - (ii) The complainant had not received any reply within a period of one month after the insurer or the insurance broker, as the case may be, received his representation, or
 - (iii) The complainant is not satisfied with the reply given to him by the insurer, or the insurance broker, as the case may be.
- (b) The complaint is made within one year—
 - (i) After the order of the insurer or insurance broker, as the case may be rejecting the representation is received, or
 - (ii) After receipt of decision of the insurer or

insurance broker, as the case may be, which is not to the satisfaction of the complainant, or
 (iii) After expiry of a period of one month from the date of sending the written representation to the insurer or the insurance broker as the case may be, if the insurer or insurance broker, as the case may be, named fails to furnish reply to the complainant.

The address of the Insurance Ombudsman are attached herewith as Annexure and may also be obtained from the following link on the internet - Link: //www.cioins.co.in/ombudsman

Address & Contact Details of Ombudsmen Centres

Council for Insurance Ombudsmen (Monitoring Body for Offices of Insurance Ombudsman) 3rd Floor, Jeevan Seva Annexe, Santacruz (West), Mumbai - 400054. Tel no: 022 - 69038800/69038812. Email id: inscoun@cioins.co.in Website: www.cioins.co.in
If you have a grievance, approach the grievance cell of Insurance Company first. If complaint is not resolved/ not satisfied/not responded for 30 days then You can approach The Office of the Insurance Ombudsman (OIO) Please visit our website for details to lodge complaint with Ombudsman.

Sl.	Centre	Contact Person	Office Details***	Jurisdiction of Office Union Territory, District
1	AHMEDABAD	Shri Collu Vikas Rao	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD - 380 001. Tel.: 079 - 25501201/02 Email: oio.ahmedabad@cioins.co.in	Jurisdiction : Gujarat, Dadra & Nagar Haveli, Daman and Diu.
2	BENGALURU	Mr Vipin Anand	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27- N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru - 560 078. Tel.: 080 - 26652048 / 26652049 Email: oio.bengaluru@cioins.co.in	Jurisdiction : Karnataka.
3	BHOPAL	Shri R. M. Singh	Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor, "Jeevan Shikha", 60-B, Hoshangabad Road, Opp. Gayatri Mandir, Bhopal - 462 011. Tel.: 0755 - 2769201 / 2769202 / 2769203 Email: oio.bhopal@cioins.co.in	Jurisdiction : Madhya Pradesh, Chhattisgarh.
4	BHUBANESWAR	Shri Manoj Kumar Parida	Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar - 751 009. Tel.: 0674 - 2596461 / 2596455 / 2596429 / 2596003 Email: oio.bhubaneswar@cioins.co.in	Jurisdiction : Odisha.
5	CHANDIGARH	Mr Atul Jerath	Insurance Ombudsman Office Of The Insurance Ombudsman, Jeevan Deep Building SCO 20-27, Ground Floor Sector- 17 A, Chandigarh - 160 017. Tel.: 0172 - 2706468 Email: oio.chandigarh@cioins.co.in	Jurisdiction : Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.
6	CHENNAI	Shri Somnath Ghosh	Insurance Ombudsman Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018. Tel.: 044 - 24333668 / 24333678 Email: oio.chennai@cioins.co.in	Jurisdiction : Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).
7	DELHI	Ms Sunita Sharma	Insurance Ombudsman Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002. Tel.: 011 - 46013992 / 23213504 / 23232481 Email: oio.delhi@cioins.co.in	Jurisdiction : Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.
8	GUWAHATI	Shri Somnath Ghosh	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 / 2631307 Email: oio.guwahati@cioins.co.in	Jurisdiction : Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
9	HYDERABAD	Shri N. Sankaran	Insurance Ombudsman Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: oio.hyderabad@cioins.co.in	Jurisdiction : Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
10	JAIPUR	Shri Rajiv Dutt Sharma	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141- 2740363 Email: oio.jaipur@cioins.co.in	Jurisdiction : Rajasthan.

11	KOCHI	Shri G. Radhakrishnan	Insurance Ombudsman Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G. Road, Kochi - 682 011. Tel.: 0484 - 2358759 Email: oio.ernakulam@cioins.co.in	Jurisdiction : Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.
12	KOLKATA	Ms Kiran Sahdev	Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124341 Email: oio.kolkata@cioins.co.in	Jurisdiction : West Bengal, Sikkim, Andaman & Nicobar Islands.
13	LUCKNOW	Shri. Atul Sahai	Insurance Ombudsman Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 4002082 / 3500613 Email: oio.lucknow@cioins.co.in	Jurisdiction : Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
14	MUMBAI	Mr Vipin Anand	Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in	Jurisdiction : Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).
15	NOIDA	Shri Bimbadhar Pradhan	Insurance Ombudsman Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P - 201301. Tel.: 0120-2514252 / 2514253 Email: oio.noida@cioins.co.in	Jurisdiction : State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
16	PATNA	Ms Susmita Mukherjee	Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna - 800 001. Tel.: 0612-2547068 Email: oio.patna@cioins.co.in	Jurisdiction : Bihar, Jharkhand.
17	PUNE	Shri Sunil Jain	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020-24471175 Email: oio.pune@cioins.co.in	Jurisdiction : Maharashtra, Areas of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).

***Please note that the address may change. For the most up-to-date information, please refer to the following link: www.cioins.co.in/ombudsman

The brochure gives the salient features for the product. Please refer to Policy document for further details of the terms and conditions

About Pramerica Life Insurance Limited

Pramerica Life Insurance Limited is a joint venture between DHFL Investments Limited (DIL), a wholly-owned subsidiary of Piramal Finance Limited^ (“PFL”) and Prudential International Insurance Holdings, Ltd. (PIIH), a fully owned subsidiary of Prudential Financial, Inc. (PFI). Pramerica Life Insurance Limited represents the coming together of two renowned financial services organizations with a legacy of business excellence spread over decades.

Pramerica Life Insurance Limited, started operations in India on September 01, 2008 and has a pan India presence through multiple distribution channels which have been customized to address the specific insurance needs of diverse customer segments. The Company is committed to providing protection and quality financial advice to its customers.

Pramerica is the brand name used in India and select countries by Prudential Financial, Inc.

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[^]Erstwhile Piramal Capital & Housing Finance Limited



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